Fermilab

Computing

Project Close-Out Report

"News Portal"

Version 1.1

2016-06-30

DocDB # CS-doc-5530

PREPARED BY: Matt Crawford

CONCURRENCES:

Katie Yurkewicz	Date	Rob Roser	Date
Project Sponsor		CIO	

<Official copy is maintained electronically – printed copy may be obsolete>

Project Close-out Report Revision Log

Revision	Description	Effective Date
1.0	First version, complete, for sponsor review and approval	2016-06-30
1.1	Incorporated feedback from Hesla	2016-06-30

Table of Contents

1. Project Abstract

The purpose of this program is to implement a first production-ready version of the Fermilab News Portal in order to understand a usable and maintainable architecture, design and implementation. This project will work in parallel with the Fermilab Directorate and Fermilab Test Beam Facility web pilots.

The news portal created by this project is expected to serve in production for some time and yield experience that informs a possible follow-on project.

The Fermilab News Portal will be used by the Office of Communication to publish electronic news and distribute select news items to different Fermilab stakeholder groups by email newsletters and web syndication and by members of the Fermilab community as a bulletin board. Distribution of news items is to be directly on a server that is part of the system.

2. Project Documentation

Documentation of the project itself is in its SharePoint site at https://fermipoint.fnal.gov/project/WebContentManagement/newsportalpilot. Documentation of the Word-Press "Fermilab Newsroom" theme created for this project is integrated with the theme itself. Project documents are in CS DocDB #5530.

3. Supporting Documentation

The product of this project is the site at http://news.fnal.gov/ plus the email system that packages articles and annoucements from that site into messages for the subscribers of the various lists: *Fermilab Today*, *Fermilab This Week*, and *Fermilab Frontiers*.

The Fermilab at Work page is part of the News Portal and provides users with instructions for subscribing to the newsletters and submitting a photo, milestone, announcement, news item, or classified ad. It also provides an interface for searching the news archives.

4. Reason for Closing the Project

The sponsor and the COO agreed to postpone implementation of the discussion forums until FY 2017. All other deliverables have been achieved, so that one item was removed from the project scope through a PCR, and the project closed.

5. Project Deliverables

Here is the list of deliverables from the project charter. The status of each one follows the list.

- ✓ Periodic (including daily) and ad hoc publication to multiple email lists based on tagged content and editorial control.
- ✓ Processes and procedures for authoring, editing, versioning, classifying, tagging and approving news information.

- ✓ A web interface to archives of the news information.
- ✓ A web interface to current news.
- ✗ A bulletin board to which authenticated users can post and comment.
- ∗ Appropriate security documentation.
- ✓ A syndication source that other websites may subscribe to.
- • A working example of syndicated content appearing on another Fermilab website.
- ✗ Recommendations for a possible follow-on implementation of a news portal in the next two years.
- ✗ Evaluation and estimates of resources needed for a production system.

Deliverables marked with a check-mark (✓) have been accomplished. Those marked with a cross (✗) are out of scope: The bulletin board was removed from this project and deferred to the next fiscal year. Recommendations for follow-on work are moot because the result of the present project has been deemed production-worthy.

The security documentation (∗) is subsumed by that of the WordPress SaaS. Originally, the News Portal was intended to be implemented on a separate WordPress instance, but we were directed to attempt to do it on the SaaS, and succeeded.

The remaining deliverable (•) is syndicated content appearing on another website. We believe that is ready and working, but only for sites outside the central web cluster. There is a routing issue on the subnet behind the F5 load balancer that is expected to be mitigated late this calendar year.

6. Project Schedule

The project was originally to be concluded at the end of December 2015. The first phase of deliverables, including the web site and emailed newsletters, were intended to be complete by August 31, but that target was moved to November 30 in the first (and only) Project Change Request. The the extra time was partly due to the decision to use the new WordPress SaaS, which meant waiting for that service to be ready and learning the restrictions of that environment, and partly due to a period of decreased availability of project resources.

The News Portal web site went live November 29, 2015, and the first emailed daily and weekly newsletters were sent on December 1, 2015.

7. Project Team

The initial project team had two technical leaders, Lauren Biron of the Office of Communication and Marcia Teckenbock of the Office of the CIO, and Leah Hesla and Katie Yurkewicz (OC), and subcontractor Xeno Media's Kevin Munday and Carolina Manel. Once the newsletters were being delivered, Biron and Teckenbock left the project and Hesla became the technical lead.

8. Budget and Financial Information

Salary, Wages, and Fringe (SWF)	Budget (FTE·yrs)	Actual (FTE·yrs)	% Spent
OC, Fiscal Year 2015	0.75	0.17	23%
OC, Fiscal Year 2016	0.25	0.20	80%
OCIO, Fiscal Year 2015	0.35	0.12	34%
OCIO, Fiscal Year 2016	0.25	0.13	52%
Total	**1.60**	**0.62**	**39%**

Materials & Services (M&S) Budget	InitialBudget ($)	BAC ($)	EAC ($)
	$65,000.00	**$90,000.00**	**$90,000.00**

9. Outstanding Risks

Delivery of the newsletters depends on Mailchimp, and there are complicated interactions between an outsourced mail-delivery system and the junk filters of various mail user agents (especially Outlook). We diagnosed these interactions in the weeks following go-live and resolved them, but new versions of mail user agents may give rise to new variants of these problems.

10. Operations and Support

The platform that the News Portal relies on is the WordPress SaaS, a supported offering of the Enterprise Services Operations department. Email delivery is supported by Mailchimp, and the News Portal itself is operated by the Office of Communication and supported under a contract with Xeno Media.

11. Next Steps

In FY 2017, the discussion forum will be built, budget permitting.

12. Lessons Learned

See the "*Fermilab News Portal—Lessons Learned*" document for Lessons Learned.